

## Top Skills

Intellectual Property  
Strategy  
Policy

## Languages

Spanish

## Certifications

ASA 114 - Multihull Sailing  
ASA 104 - Bare Boat Chartering  
Certification in Risk and Information  
Systems Control (CRISC)  
ASA 101 & 103 (Keelboat & Coastal  
Cruising)

## Honors-Awards

Inspire the World to Play

## Publications

Study - Official Insignia of Native  
American Tribes  
TPP and Protection of Encrypted  
Program-Carrying Satellite and  
Cable Signals  
Pass the Parmesan  
Leading by Example: It Takes  
Practice  
Trans Pacific Partnership IP Chapter  
– Trademarks, Thoughts on  
Geographical Indications

# Eleanor K. Meltzer, Esq.

Director - IT Program Management at Schwab  
Austin, Texas Metropolitan Area

## Summary

PROFESSIONAL EXPERIENCE - Focus areas: Risk Management with emphasis on IT security issue-identification and triage; Business Continuity; CRISC Domains 1, 2, and 3; Security; Privacy & Compliance; Contracts; HR (policy & enforcement); IP; Legal. Senior management, including contract, budget, and HR oversight for Federal regulatory agencies. Immediate supervisor for 16+ employees. Senior public relations official, responsible for communications with Congress, trade groups, and the press. Trademark and other intellectual-property expertise.

Member: State Bar of Texas; Virginia State Bar.

---

## Experience

### Charles Schwab

5 years 8 months

#### Director - IT Program Management

June 2020 - Present (3 years 7 months)

Austin, Texas, United States

Coordinate departmental and cross-functional teams, focused on risk-management deliverables. Monitor risk-management-related projects from initiation through delivery, including planning, directing, and monitoring. Interpret instructions/objectives for various teams. Organize cross-functional activities to ensure project completion.

1. Accountability. Risk-mitigation is everyone's responsibility. I am accountable to our teams for making accurate information available to them, for keeping them updated and briefed, and for actively helping them succeed.
2. Analysis. I provide risk-focused trend information, visualizations, white papers, and other types of analyses to help our teams make fact-based budget, planning, and prioritization decisions.

3. Communication. I work with our teams to share and explain organizational risk-mitigation objectives, goals, and requirements. I lower effort for colleagues by providing dashboards and repositories for easy access to analyses, reports, requirements, and reference material. I also digest incoming/complex requirements and personalize requests, so asks are explicit and tailored.

4. Problem Solving. I review and edit teams' work products for compliance with organizational risk-mitigation goals and objectives. I coach and assist to promote risk-mitigation and compliance in an efficient manner, consistent with both risk and business goals and objectives.

5. Strategic Planning. Using a range of reports and information - together with my own judgment - I help teams look ahead to avoid or reduce risk. As part of risk-management strategic planning, I routinely prepare original materials for our teams.

#### Technical Director, Business Risk and Internal Controls (BRIC)

May 2018 - June 2020 (2 years 2 months)

Austin, Texas Area

Support Schwab's Core Technology Solutions' (CTS) Risk and Control Self-Assessment (RCSA) work. CTS provides innovative client-experience capabilities + efficient middle- and back-office processing for Schwab's Broker-Dealer, Bank, Charles Schwab Investment Management Company, and Retirement Plan Services. RCSA activities include: audit and remediation liaison; control and control procedure organization; and risk-prevention work for Operational and IT Risk and Control Management. Phone: (512) 682-5673.

#### State Bar of Texas

Committee Member, Professionalism Committee

June 2014 - Present (9 years 7 months)

Austin, Texas

Committee Member of Professionalism Committee for State Bar of Texas. The Professionalism Committee focuses on increasing professionalism and development of new lawyers. Committee membership is by appointment of the President of the State Bar of Texas. Terms: 2014 -2017; 2017 - 2020; 2020 - 2023; 2023 - 2026 (begins June 2023).

#### Electronic Arts (EA)

Risk Manager

February 2016 - May 2018 (2 years 4 months)

Austin, Texas Area

1. Risk Manager for EA's World Wide Customer Experience Center. Special emphasis on IT security issue-identification and triage.
2. Managed staff in Austin, TX & Galway, Ireland.
3. (CRISC Domain 1) Identified, Assessed, and Evaluated risk/business-continuity issues in support of WWCE and EA strategic goals.
4. (CRISC Domain 2) Developed and implemented risk responses to ensure risk factors and events, including business continuity, were addressed in a cost-effective manner, consistent with business objectives.
5. (CRISC Domain 3) Monitored risk and communicated information to relevant stakeholders.
6. Designed and implemented controls which provided early warning, to support business objectives.
7. Provided data and analyses to improve:
  - \* IT Security;
  - \* Identity & Authentication;
  - \* Privacy;
  - \* Compliance; and
  - \* Business Continuity.

Law Office of Robert B. Goss, P.C.

Director of Communications

August 2015 - January 2016 (6 months)

Houston, Texas Area; Austin, Texas Area

Created blog content on Veteran Law and Texas Health, Consumer, and Estate-Management issues to educate and engage audience segments and lead to measurable action; Crafted communications vehicles generating awareness of specific Veteran and Texas Health, Consumer, and Estate-Management issues; Coordinated webpage maintenance, ensuring new and consistent information (e.g., article links, stories, and events) posted regularly; Data analysis.

Department of Veterans Affairs

4 years 9 months

Audit Data Analytics - Internal Controls Service (ICS)

March 2014 - December 2014 (10 months)

Austin, Texas Area

Created Internal Control Service's first-ever Data Analytics Program for VA's A-123, Appendix A (Internal Control over Financial Reporting) Portfolio.

Relational database linking ICS finance Risk-Control Matrix (RCM), narratives, controls, sites tested, finding, recommendations, and remediation data by fiscal year and VA administration. Provided VA management with iterative and investigative review capability, from any location with access to VA's system. Employed data in existing Word and Excel documents (using Access to translate some Word-document data to spreadsheet form), leveraging Office's SharePoint capabilities to create multiple, custom, on-demand reports for VA senior management. (March 2014 – December 2014)

Associate Director, Support Division

April 2010 - December 2014 (4 years 9 months)

Austin, Texas

Business Continuity/Disaster Recovery POC and strategic-planning lead for Internal Controls Service, including for COOP, emergency notifications, and remote work programs. Internal controls for financial reporting and financial systems. Led analytics group supporting VA's A-123, Appendix A (financial reporting) and Appendix D (financial systems). Responsible for all contract support, including task order preparation, finance tracking, and security management. Prepared and edited written analyses of multiple VA programs for VA management review of internal controls over financial reporting. VA-certified Contracting Officer's Representative (COR).

U.S. Immigration and Customs Enforcement (ICE) - Detail

Senior Advisor, Trademarks (USPTO)/Detail, U.S. Immigration and Customs Enforcement (ICE)

July 2009 - April 2010 (10 months)

Alexandria, VA and Arlington, VA

U.S. Immigration and Customs Enforcement, Homeland Security  
Investigations

(Detail - Technical Advisor; December 2009 - April 2010).

First-ever USPTO representative to U.S. Immigration and Customs Enforcement (ICS), Homeland Security Investigations (HSI)-led National Intellectual Property Rights (IPR) Coordination Center. Provided IPR with technical expertise on trademark, copyright, and patent issues helpful to successful law-enforcement actions (e.g., criminal prosecution; raids; ring infiltration) involving counterfeit pharmaceuticals, trademark tags, and other goods in trade. Met with private-sector representatives on protection issues. Created consolidated analytic reports on enforcement trends for USPTO supervisor and staff of USPTO's Office of Policy and International Affairs.

The mission of the IPR Center is to ensure national security by protecting public health and safety, the U.S. economy, and U.S. war fighters, and to stop predatory and unfair trade practices that threaten the global economy. The IPR Center brings together 23 partner agencies, consisting of 19 key federal agencies, Interpol, Europol and the governments of Canada and Mexico in a task-force setting. The task force structure enables the IPR Center to effectively leverage the resources, skills, and authorities of each partner and provide a comprehensive response to IP theft. The IPR Center is led by an ICE-HSI Director with Deputy Directors from HSI and U.S. Customs and Border Protection (CBP).

## USPTO

7 years 3 months

Senior-Advisor, Trademarks (USPTO)

July 2009 - November 2009 (5 months)

Alexandria, VA

Detailed to urgent-need project to prepare a complete training program for USPTO's patent and trademark examiners focusing on international patent, trademark, and copyright matters.

3-6 month turnaround time requested. Significantly exceeded expectations, with materials prepared for presentation in 2.5 months.

## Chief of Staff, USPTO

January 2005 - July 2009 (4 years 7 months)

Arlington, VA and Alexandria, VA

1. Business Continuity/Disaster Recovery. Participated in two disaster-recovery requirements-setting and site location efforts to identify dual-use fail-over site for IT/Data Center Operations. Annual Federal agency COOP exercises. With other USPTO senior leaders, responsible for operationalizing crisis communications and ensuring succession planning and legal notifications for stakeholders (primarily attorneys prosecuting patent and trademark applications for clients).

2. External Audits. Participated and assisted with USPTO response to various Government Accountability Office (GAO) audits. Coordinated document and response preparation for GAO and external (financial) audit inquiries directed to the Office of the Under Secretary.

3. Legal. Coordinated with USPTO's General Counsel, Solicitor, and other USPTO legal staff in preparing briefings for Administration representatives

including the Secretary of Commerce, United States Trade Representative, USPTO's Under Secretary, Deputy Under Secretary, attorneys for the Department of Justice, as well as for Members of Congress and their staffs. Subject matter reviewed and coordinated included: Union Matters. (Patent Office Professionals Union; National Treasury Employees Union (NTEU), Locals 243 and 245); Review of collective bargaining agreements (CBA); meeting with Union presidents and E-Boards; review of proposed USPTO actions for compliance with or consideration of CBAs and Union sensitivities.

Human Resources. Involved in all aspects of Human Resource planning and management, regarding agency wide hiring efforts to address the significant backlog of unexamined patent applications; RIF preparation and avoidance.

4. Leadership/Management. Immediate Management responsibility for the staffs of Office of the Under Secretary and Office of Public Affairs (16 employees and \$4 million annual budget). Promoted use of web-conference services to ensure public and employee access to meetings and seminars.

Senior Advisor/Executive Assistant (USPTO)  
September 2002 - December 2004 (2 years 4 months)  
Arlington, VA

Policy advisor on international and domestic trademark matters  
Policy support for private-sector advisory committees  
Policy support for trade groups (wine, spirits, prepared foodstuffs, other consumer goods) and U.S. Chamber of Commerce  
Coordination with private-sector groups and individuals  
International negotiations

George Mason University School of Law  
Lecturer  
2002 - 2003 (1 year)  
Arlington, VA

"Introduction to Geographical Indications" lectures.

Trademark legal expert to Office of the United States Trade Representative, WTO dispute settlement, U.S. - Section 211 Omnibus Appropriations Act of 1998; World Intellectual Property Organization - - USPTO/USG representation (1998 - 2003)

Ms. Meltzer's work experience at the USPTO includes six years as a trademark examining attorney and two years as a trademark petitions attorney. Since 1998, Eleanor has been a trademark expert with the USPTO's Office of International Property Policy and Enforcement (OIPPE), and was assigned on long-term detail to the Office of the Under Secretary as Chief of Staff.

Prior to joining the USPTO in 1990, Ms. Meltzer worked variously for Mobil Oil Corporation, GTE Spacenet, and another federal government agency.

Ms. Meltzer has given numerous presentations and speeches on a broad range of topics related to trademarks and geographical indications.

#### Georgetown University Law Center

Adjunct Professor, Georgetown University Law Center

January 2001 - May 2001 (5 months)

Washington, D.C.

Graduate course on trademark prosecution. Using sample trademark applications, provided students with technical skills required for perform examination and prosecution as trademark examining attorneys.

#### Virginia State Bar

Section Chair - Section on Intellectual Property

June 1999 - May 2000 (1 year)

Led IP Section through aggressive promotion of Section's on-line presence and quarterly section newsletters.

#### USPTO

Petitions Attorney (Office of the Commissioner for Trademarks)

January 1996 - January 1998 (2 years 1 month)

Arlington, VA

Wrote final agency decisions in trademark petitions to the Commissioner Policy oversight of the Trademark Assistance Center and Post Registration divisions. (Handled complex trademark questions in both areas)

Conducted videoconference training sessions for members of the public

Trademark expert for USPTO's Independent Inventor Conferences

Trademark Examining Attorney

---

## Education

Georgetown University Law Center

J.D., International & Comparative Law · (1986 - 1990)

Stanford University

A.B., International Relations · (1979 - 1983)